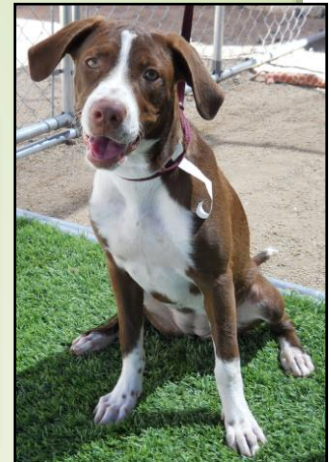


JULY 2011 – JUNE 2012

# MARICOPA COUNTY ANIMAL CARE AND CONTROL

## *ANNUAL REPORT*



**Saving More  
Lives!**

## Message from Rodrigo Silva, Assistant County Manager

During the fiscal year ending on June 30, 2012, Maricopa County Animal Care and Control (MCACC) made significant advances in our life-saving efforts. Over 90% of all adoptable animals were released from our shelters with a chance for a happy life. Today, MCACC is the “#1” adoption agency in Arizona. Last year alone, MCACC placed more than 14,000 animals in forever homes.

MCACC is committed to continuing our efforts in finding homes for the homeless pets that arrive in our shelters. In addition, we will continue to offer our no-cost spay and neuter services as a critical part of our efforts to eliminate euthanasia from our shelters.

Last year, through the SNAP program, MCACC provided over 9,000 no-cost spay and neuter surgeries for needy pets. As a result, all Valley shelters continue to experience a significant and steady intake reduction. We estimate that last year’s reduction was 6% compared to the previous year. This means approximately 5,000 fewer animals entered the Valley shelters.

The result of this reduction on intake means more available resources to return pets to their original owner or new homes for the animals under our care. Last year saw the beginning of additional efforts to return pets to their previous owners. MCACC tested a new concept we called “No Lost Pets Maricopa”. We used social media, neighborhood “found pet” signs, and community awareness campaigns to spearhead these programs.

Our results, though modest, helped to bring this matter to the community’s attention. The social media response was tremendous and the lives saved during these efforts were significantly higher compared to similar periods in the past.

The financial cost of these programs makes them impossible to maintain in the long run. Nonetheless, MCACC is exploring more options to enhance our return to owner efforts, including the application of current mobile technology.

Our community alliances continue to be one of our greatest assets. Our new hope partners taking animals from our shelters, our donors, volunteers and an awesome team of coworkers are dedicated to saving lives. Special thanks to PetSmart Charities, Friends of Animal Care and Control, the Timothy T. Day Foundation’s Lulu’s Fund, and the Power of One Good Deed for all your support that permits us to continue to provide many life-saving services including no-cost spay and neuter services, no-cost rabies vaccinations, and low-cost microchips.

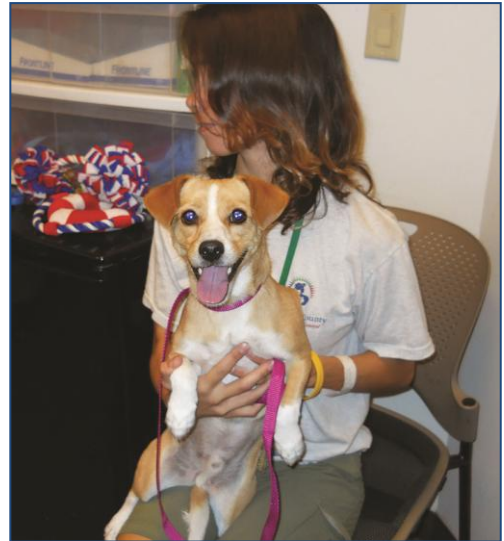
We will continue to emphasize our efforts to reduce the intake of animals in all Valley shelters through spaying and neutering, and to create more and stronger partnerships, helping to bring cohesion to all community efforts to save more lives. These initiatives will create a sustainable humane community where every pet entering the shelter will have a good chance at life.

Thank YOU for all you do for the Valley animals.



## SHELTER SERVICES

Maricopa County Animal Care and Control (MCACC) cared for 44,993 dogs and cats during FY2012. Overall intake decreased by 2,005 animals from the previous year. Our efforts to save more lives through increased outreach, foster, and community partnerships generated an overall live release rate of 60%. By having adoptable animals available at four locations throughout the valley, MCACC generated 1,229 more adoptions this year than last year.



Our adoption rates have maintained a steady increase from the previous year thanks to the strong support from the community. We adopted 14,078 shelter animals this year, which is more than a 60% live release rate. MCACC is dedicated to saving more lives. We will continue to concentrate on efforts to lower euthanasia. We saved 3,000 animals more than the previous year.



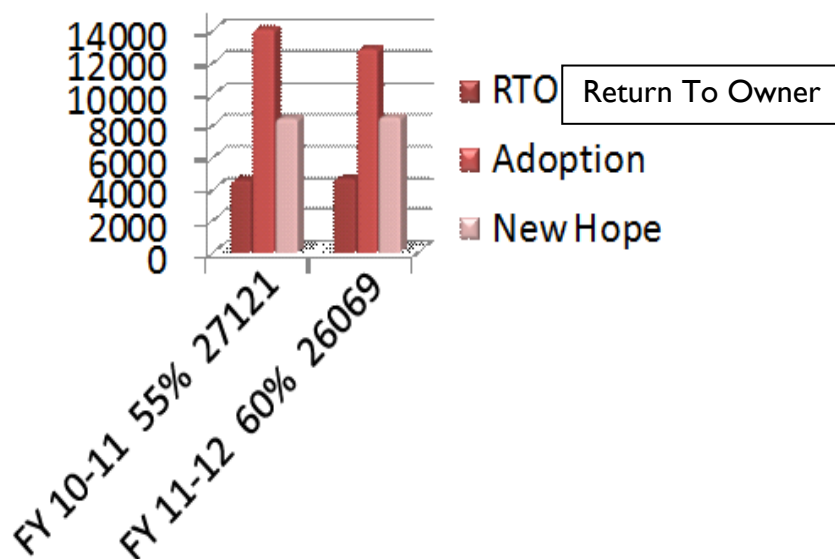
### The **CHICO** Story

He was known as A3146786 at the Maricopa County Animal Care and Control (MCACC) shelter. To friends and family in Twin Falls, Idaho, he is known as "Chico." This white and brown male Chihuahua was brought to the shelter on May 05 by a woman who stated she found him on the outskirts of Twin Falls. MCACC Kennel Staff and the Shelter Manager were able to locate Chico's owners and reunite him with his family in Idaho. We are dedicated to saving lives!



## NEW HOPE, A FRESH BEGINNING

The MCACC New Hope program offers animal welfare groups the opportunity to rescue shelter pets that otherwise may be euthanized. The generous support of our New Hope partners allows MCACC to increase efforts to save more lives. Through our New Hope Rescue partners, 8,432 animals were rescued. 12,394 shelter dogs were adopted and 1,684 shelter cats found new homes. MCACC saved 22,510 animals in 2012 with the help of our New Hope partners.



## MCACC FOSTER PROGRAM

Many of the shelter pets that are not able to go directly into adoption become part of our fostering program. MCACC can save these animals with the help of foster home caregivers. Younger pets need fostering until they are ready to be spayed or neutered. This can take up to six to eight weeks. Ailing or injured pets need the support of foster care and convalescence. Foster care givers open their homes for short-emergency stays as well as lengthy social and medical convalescence.



The stress of transitioning into a shelter is often difficult for pets. To home foster a shelter pet allows each pet to be re-introduced into a family setting.

MCACC relies on the essential value of our foster program to help an animal recover from illness, the ordeal of being abandoned, or even the stress of losing an owner. A pet foster family gives an animal a chance to overcome behavioral issues and become a more social pet.

We are always seeking new individuals willing to open their home and hearts to help animals in need. For more information, please contact Duanne Wilster or Julie Sadek at (602) 372-1158, or Janet Aviles at (602) 506-6279.

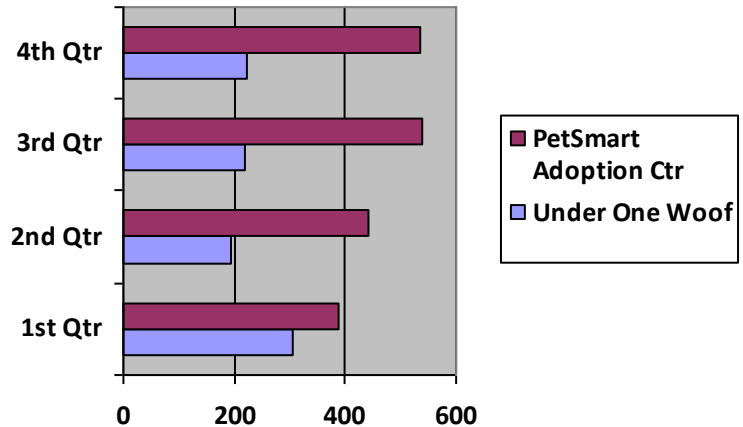
## MCACC PET ADOPTION CENTERS

Thanks to the partnership of the PetSmart Charities, MCACC has two locations to help bring shelter animals to warm, caring homes.

Last year, Under One Woof and the PetSmart Every Day Adoption Center had a combined adoption total of 2,907 shelter pets! This is an increase of over 1,700 pets compared to the previous year.



### FY2012 ADOPTIONS



"I work as a groomer at PetSmart, and it was slow one day so I decided to check out the MCACC adoption center to see if there were any dogs in need of a good grooming. They informed me that they had a poodle that was "really smelly" and asked me to groom him. He was matted all over, you couldn't even see his face; and as I was grooming, I realized that he was an old guy. He had warts all over, cataracts, and was deaf. After talking it over with my boyfriend I adopted him. My new 10-year old, deaf, partially blind poodle, Morgan, is fitting in perfect in my home and with my two other dogs and cat." – THAMZEN WALLER



Friends' mission is to end euthanasia of healthy and adoptable dogs and cats in our community by raising funds to provide free spay/neuter procedures and by funding non-mandated programs of Maricopa County Animal Care & Control. Friends is committed to ending pet homelessness through spay/neutering. Friends of Animal Care & Control is a 501 (c)(3) non-profit organization.

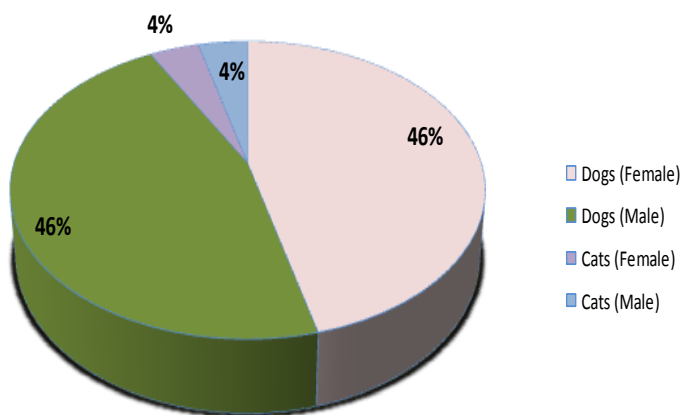
For more information, visit [www.AzFriendsOfAnimals.org](http://www.AzFriendsOfAnimals.org)

## VETERINARY CLINIC

MCACC veterinary staff routinely provides animal care for our shelter pets. In addition to complying with shelter regulations regarding spay and neuter surgeries, the veterinary staff check on the overall health of each animal housed in the shelter. They have provided 2,719 animals with medical treatments this year. Enucleations, laceration repairs, amputations, cherry eye, and treatment and removal of embedded objects were other forms of surgical procedures performed by the MCACC Veterinary Staff. Their commitment to pet care leads to successful adoption stories.



### SPAY / NEUTER



MCACC veterinary staff performed 18,046 surgeries this year. 17,346 were spay and neuter surgeries to help decrease the overpopulation of unwanted animals.



### SPECIAL CASES

“Boots”, a seven-month old male domestic cat was given a second chance when he had his right hind leg amputated after a severe trauma. He was later taken to an adoption event and found a forever home.

“Hawkeye”, a one-eyed Chihuahua, was adopted during a media segment on a local news channel. After a successful operation to remove his pancreatic eye by the MCACC veterinary staff, he was 100% adoptable.





## ENFORCEMENT DIVISION

The MCACC Field Enforcement Division is responsible for the safety of the community residents. Animal Control Officers identify loose dogs in problem areas and target enforcement of related issues. They aid in the reduction of at-large bites in the community and increase licensing compliance for pet owners.

### MCACC Animal Control Officers:

- issued 883 Leash Law citations\*
- issued 3,461 License violation warnings \*
- quarantined 1,583 animals at MCACC
- responded to 5,133 bite investigations

\* A decrease from last year

They work as community educators on the importance of pet owner responsibility. Statistical measurements of these results help MCACC find new approaches towards public safety and animal control.



### FY2012 Enforcement Impact:

- 21,626** Animals were impounded to receive care at the shelter.
- 621** Were returned to their owner.
- 48,995** Calls for service received response by Animal Control Officers.
- 12,497** Bite cases were investigated.

### EMERGENCY PREPAREDNESS:

MCACC has taken measures to be prepared in the event of an emergency. This year Lt. Reynolds held a Palo Verde Nuclear Generating Station disaster exercise. Employees and volunteers actively participated in this exercise to be trained in the importance of pet decontamination. We will continue our partnerships with federal, state and local agencies to develop the best techniques for the overall care of the pet population within Maricopa County.

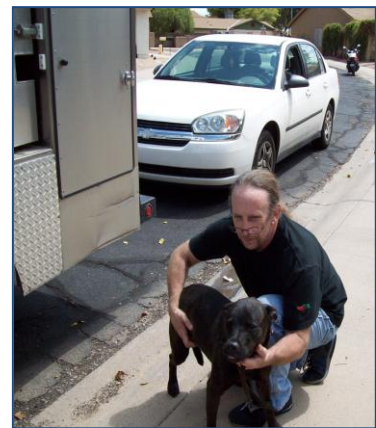


## MCACC Enforcement Division Working with Community

**Public Safety:** Animal Control Officers work to keep both people and animals safe. MCACC responds when animals pose a safety risk to people, whether they bite or exhibit other potentially dangerous behavior, such as running loose in traffic. Officers enforce the animal control code and remove animals to protect them from dangerous and unhealthy situations as necessary. Animal Control officers also assist local law enforcement by responding to accident or crime scenes where animals are present.

**Public Health:** MCACC plays an important role in the prevention of rabies and other zoonotic diseases, both through the required rabies vaccinations reporting system and through public information. Public health and welfare is also supported through MCACC work to shelter stray animals that would otherwise be loose in communities.

**Return to Owner:** The pet licensing program at MCACC provides a free phone call home for animals who otherwise can't tell us where they live. Often Animal Control Officers can return dogs home before impounding at the shelter. Any dog displaying a MCACC license can get a free ride home and be reunited with its owner around the clock.



**Public Information:** Many in our community have fallen on hard times, and MCACC does what it can to help. Animal Control Officers hand out educational material informing dog owners about discounted rabies vaccination clinics and spay and neuter voucher opportunities.

**Area:** MCACC provides animal-related services to residents in unincorporated Maricopa County and its Cities and Towns.

## COMMUNITIES SERVED

MCACC's Animal Control Officers are contracted to enforce animal control regulations in the following communities:

- Phoenix
- Paradise Valley
- Glendale
- Goodyear
- Gila Bend
- Litchfield Park
- Scottsdale
- Tolleson
- Youngtown
- Tempe
- Chandler
- Carefree
- Guadalupe
- Gilbert
- Buckeye
- Queen Creek
- Cave Creek
- El Mirage
- Salt River Pima/ Maricopa Indian Communities
- Fountain Hills

The Enforcement Division works with each jurisdiction to ensure public health, safety, and quality of life within the community.



## NO LOST PETS MARICOPA

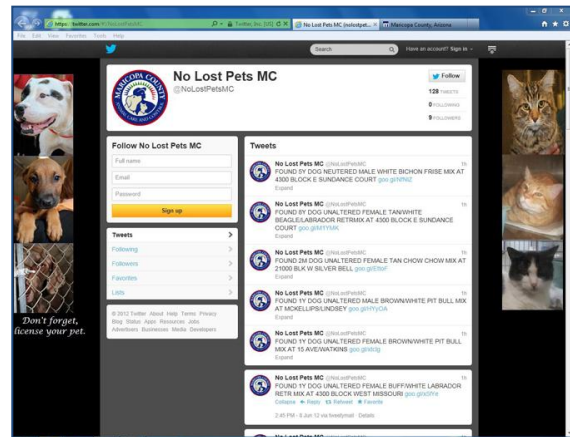
During the week of June 10 – 16, 2012, MCACC launched the No Lost Pets Maricopa (NLPM) campaign. NLPM sent out live Twitter feeds on lost pets coming to the shelter. These Twitter feeds featured photos of the animal and an animal profile complete with age and description.

### UTILIZING SOCIAL MEDIA:



@NoLostPetsMC

@MCACCazI



MCACC field officers placed yellow signs in the neighborhood areas where lost pets were found. The signs contained information about the found pet and MCACC's contact.

MCACC volunteers helped staff during the extended business hours and with the placement of the yellow Lost Pet signs throughout the neighborhoods. In total, over 500 hours of volunteer work was recorded during the No Lost Pets Maricopa week. Shelters extended normal business hours during the week of No Lost Pets Maricopa offering a low cost adoption special for all adoptable pets. In total, 540 shelter pets found new homes. MCACC is committed to building a network of partners dedicated to saving more lives. We will continue to challenge ourselves with innovative concepts to keep lost pets from coming into the shelter.

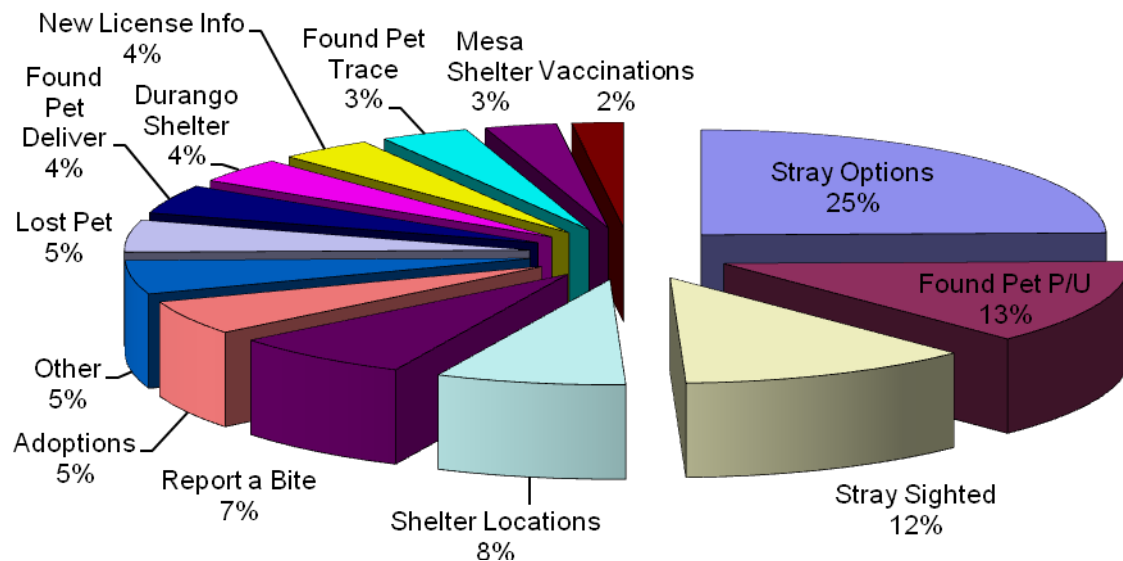


The MCACC yellow signs helped Michelle, a Mesa resident, to find her Pit Bull Boxer mix named "Molly." When Michelle became aware of Molly's disappearance, she asked her neighbor who had noticed the yellow sign placed by one of our MCACC field officers. Michelle was notified of Molly's location and immediately went to the East Valley Animal Care Center to take Molly back home.

## CALL CENTER

The MCACC Call Center performance continues to excel in regards to answering high call volumes by providing quality customer service. This year, the call center received 414,547 calls. This is a slight increase of 6,144 from the last fiscal year. The persistent nature of loose animals increased slightly this year.

### MCACC Call Types Received



With the introduction of the MCACC automated system, the amount of calls handled without the request of an agent was 199,573. This is an increase from the previous year. MCACC will continue to make calling the shelter a reliable asset.

## LICENSING:

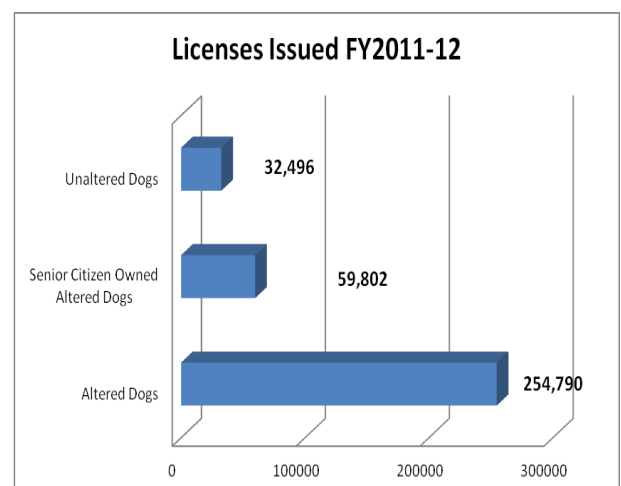
With our continued efforts to keep pet owners in compliance with county licensing, MCACC saw an increase of licensed pets this year.

648,701 dog license materials were mailed to help pet owners within the county:

- 338,762 renewals
- 205,915 past due notices
- 78,866 failure to license notices
- 25,158 final notices



**Dog license fees support the care of the dogs in the MCACC animal shelters.**

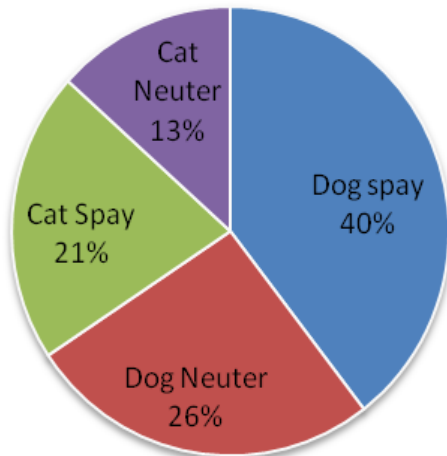


## COMMUNITY OUTREACH and DEVELOPMENT



The Uno por Uno no-cost clinic continues to increase its services and outreach to help low-income families with pets and to provide assistance with pet care and control.

### UPU S/N FY 2011-12



7,620 rabies vaccinations were given to cats and dogs during the no-cost clinics. 1,979 dog licenses were issued and 384 free spay and neuter surgeries were performed; this is an increase of 198 pets compared to last year.

Another successful avenue for no-cost spay and neuter is the **SPAY NEUTER ASSISTANCE PROGRAM (SNAP)**. We have 72 participating veterinary clinics under our SNAP Voucher Program. The SNAP vouchers are issued to applicants within a four to six week timeframe. \$460,415 has been reimbursed to our participating clinics within Maricopa County. At the average cost of \$64 per surgery, each SNAP voucher helps pet owners through tough economic times.





# VOLUNTEERS



MCACC has more than 400 dedicated volunteers working tirelessly to help us reach our goal of saving more lives! Our volunteers have been a driving force behind the 14,078 adoptions of wonderful pets to loving families. Volunteers assist in providing daily care to the dogs and cats through socialization, exercise, cleaning, watering and more! We have professional groomers who donate their skills to making the dogs and cats more comfortable. Volunteers assist in representing MCACC at adoption, informational and fundraising events. Our volunteers are wonderful and compassionate people who are a vital aspect of our organization, enhancing our services to the people and pets in our community.

A volunteer has the option to assist in the following:

## Community Outreach

- Adoption Counseling
- Clerical Assistant
- Mobile Adoption Center Assistant
- Uno Por Uno Event Assistant
- Volunteer Trainers

## Animal Shelter

- Kennel Assistants
- Pet Groomers
- Pet Photographers

## Alternative Placement

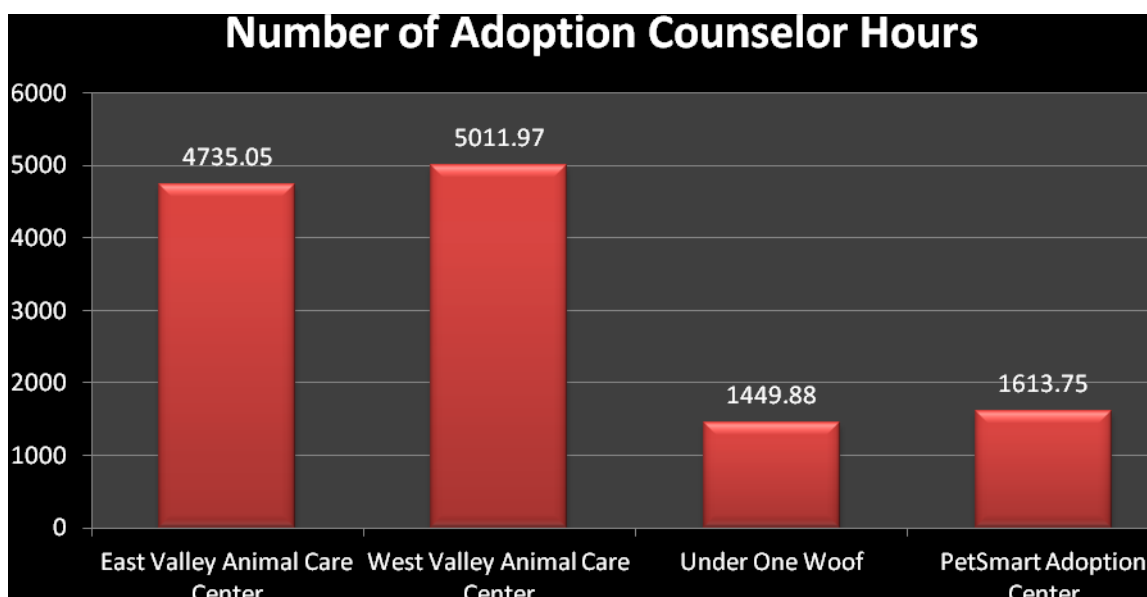
- Animal Caretakers
- Clerical Assistant
- Under One Woof
- PetSmart Charities Adoption Center
- Foster Parents

## Field Enforcement

- Reserve Officer

## Shelter Medical Programs

- Veterinarian
- Veterinary Technician
- Clinic Assistant



## JOIN OUR STRONG VOLUNTEER PROGRAM



Are you at least 15 years old? Do you have a love for animals? Come be a volunteer and help change a life or two. Being a part of a network of dedicated workers helping shelter pets find a leash on life is both rewarding and entertaining. You'll have a chance to help socialize a pet, assist in daily pet exercise, meet a community of pet owners and animal lovers, and make a shelter pet look his or her best with some proper grooming styles.

You can help at either of MCACC's two shelter locations or two adoption centers.

For more information about volunteering with MCACC, contact Samantha Spinelle and please visit our website at [pets.maricopa.gov](http://pets.maricopa.gov).

### One Student Volunteered his time to raise Donations for MCACC Shelters



Nathaniel Schultz, an 11-year-old student at Vistancia Elementary school, selected MCACC to be the recipient of his donation drive held at his school as part of the Pay It Forward project. For three weeks, he collected approximately 35 items ranging from pet beddings, window cleaner, peanut butter, bleach, and cat litter. He also gave a cash donation of \$20.00. We congratulate Nathaniel for his efforts to save more pets lives!

# COMMUNITY RELATIONS



MCACC is committed to providing a positive image regarding the services of animal care and animal control. We have set an initiative to continue public outreach and support to address the high volume of stray animals and increase community awareness. We have active participants in all areas of our shelters to help provide a second chance for shelter pets and to gain the trust of our community residents. We continue to provide all information to the pet community of Maricopa County about

adoption events and specials, no-cost clinics, the intake of stray animals into MCACC shelters and the overall operations. We have established good relations with outlets within the county and we will rely on our media friends to help us inform the public about our concerns and accomplishments.

MCACC Public Relations Department provides:

- Presentations for schools, neighborhood watch, and other department entities.
- Press Releases, Brochures, Newsletters and comic book materials relating to MCACC.
- Media interviews and guest appearances regarding animal care and control.
- Tours of the shelter for scheduled groups and organizations.
- Information about our services, volunteer and foster programs.
- Answers to community questions.



## MEDIA PETS

MCACC showcases adoptable pets with the help of media outlets:

- NBC Channel 12 Midday Show
- NBC Channel 12 Weekend Morning Show
- KOOL 94.5 Pet of the Week



**WENDY** at her television debut at the Arizona Midday Show (Ch.12).

“LIKE” US ON

**facebook**

**VISIT THE MCACC WEBSITE AT:**

**<http://www.facebook.com/pages/Maricopa-County-Animal-Care-Control-MCACC>**



# YEAR IN REVIEW



**Maricopa County**  
*Animal Care and Control*

This past year brought us successful adoption stories, return to owner moments of happiness, and community support in time of need. We provide services to the community with no-cost vaccinations and low-cost microchipping. MCACC strives to meet the needs of each shelter animal. We will continue to partner with the community to create and provide quality programs. Thank you!

